

# **Yealink Connector**

## **Installation Guide**

Version 1.0

## Table of Contents

Overview .....	3
Components .....	3
Dependencies.....	3
Installation & Configuration .....	4
Yealink Connector Web Service Setup.....	4
Configure Yealink Phone Action URLs .....	7

## Overview

This document describes the installation, configuration and setup of components that allow capturing Yealink Action URL phone events in a FileMaker solution. The intended audience of this document is a desktop support person comfortable with installing and debugging web based software.

## Components

The application comprises of 2 major components:

1. FileMaker client with a database solution containing the YealinkConnector FileMaker components (tables, fields, layouts and scripts). These components will allow recording of phone events in a call log and sending messages to control the phone set from FileMaker
2. Local Web Service. A web server on the desktop PCs will host a pair of scripts to receive the phone events from the Yealink set and a setup assistant page to help with configuring the Action .

The provided “Polycom Connector Web Service.zip” file contains a copy of the Polycom Connector web service script and a sample FileMaker database file with required components (tables, fields, layouts and scripts) for the application.

## Dependencies

This application has these dependencies:

- Windows computer with
  1. FileMaker 16 Pro (or later) client
  2. XAMPP (or similar) Apache web server distribution (PHP 7.0.x recommended)
- Yealink SIP phone set (tested on T28P model)

# Installation & Configuration

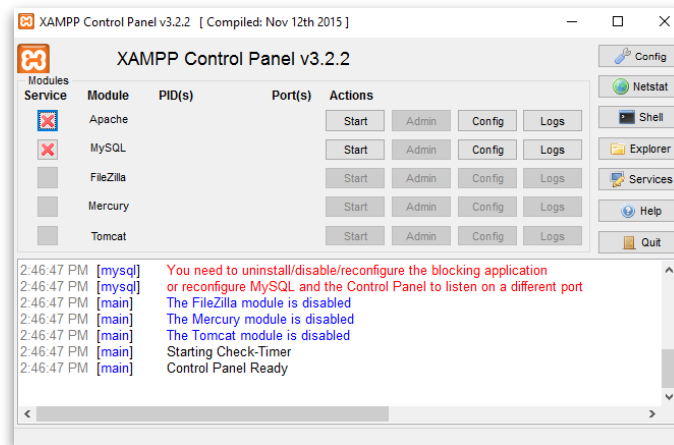
## Yealink Connector Web Service Setup

The local Apache web server will have to be configured to listen for connections from the Yealink set, be set up as a service so it will automatically start when the computer restarts and have installed the Yealink Connector web service. The following instructions are written assuming Apache web server was installed on the desktop PC with the XAMPP package.

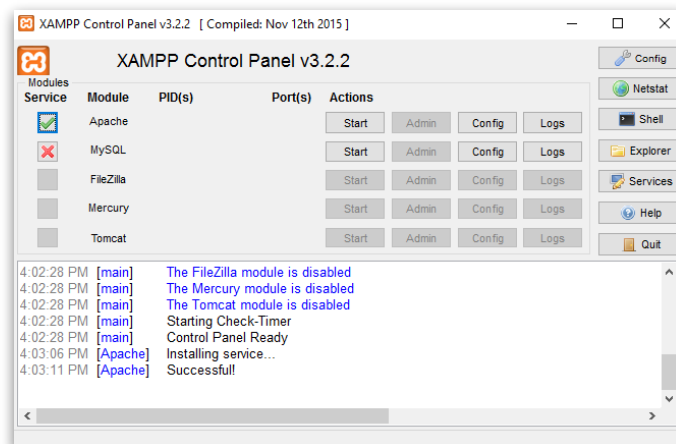
### Setup Apache Service on Windows

This will allow Apache to automatically start as soon as Windows starts and ensure all phone events will be passed to FileMaker.

1. From the Windows menu locate the XAMPP Control Panel, right-mouse click and select "Run as administrator" (note: may be located under the "More" menu item)
2. In the XAMPP Control Panel click on the Apache Service button ( box with red "X" in the Service column to the left Apache)



3. Follow the steps to install Apache as a service
4. In the XAMPP Control Panel you will now see Service button has a green checkmark

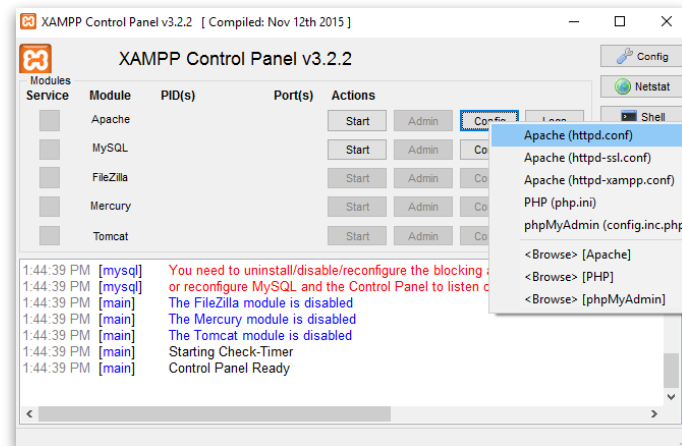


## Yealink Connector Web Service (cont.)

### Configure server to listen on an alternative port

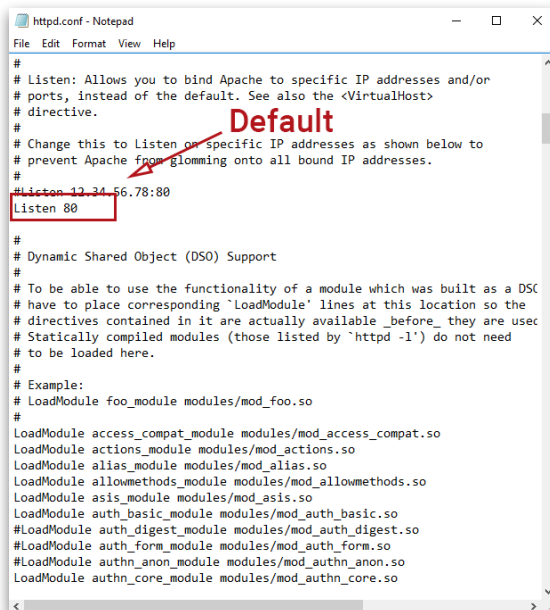
There can be cases where the XAMPP Apache web server default port 80 will conflict with another service on your computer. Here is an example of how to change the XAMP Apache service to listen on an alternative port. Port 50505 is used in this example.

1. Open the XAMPP Control Panel
2. On the Apache row, click the Config button and select "Apache (httpd.conf)" from the menu to open the configuration file in a text editor (default editor is Notepad)

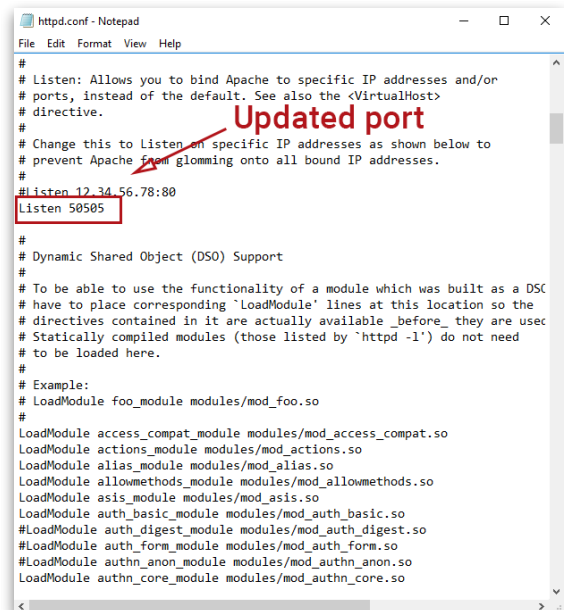


3. Find the "Listen" configuration line and change the port from the default "80" to "50505"

#### Before (default)



#### After (updated)

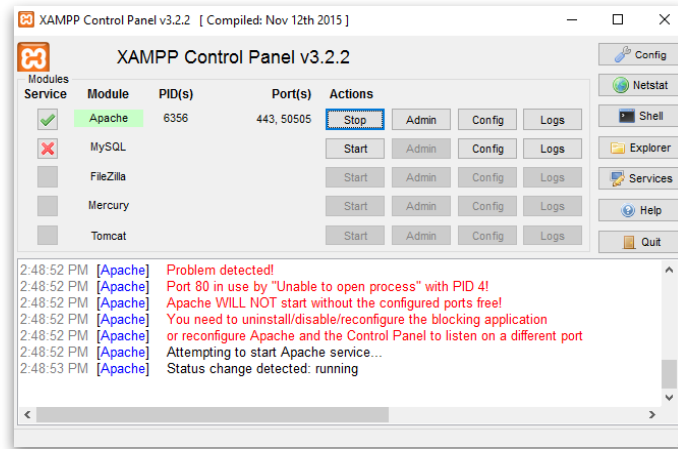


4. Save the configuration file

## Yealink Connector Web Service (cont.)

### Configure server to listen on port 50505 (cont.)

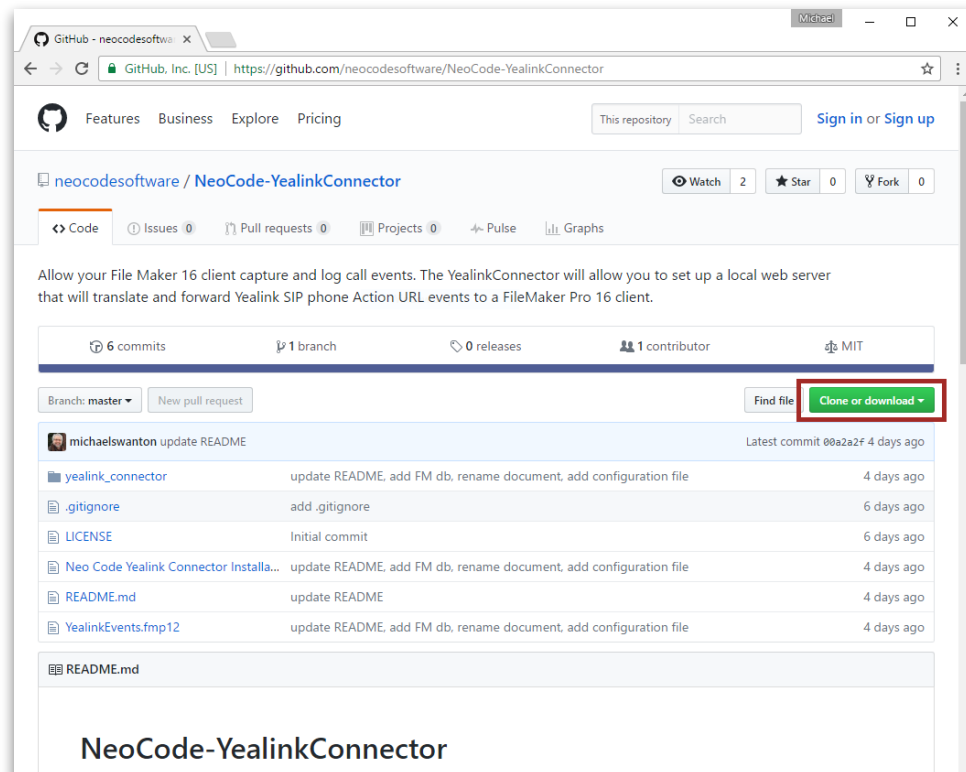
5. Start the Apache server and verify that it is starting on port 50505 (note: you may also see port 443 which indicates Apache is also listening on that port - if that conflicts you may have to change http-ssl.conf file so that it listens on another port).



### Install the Yealink Connector web service scripts

1. Download or clone the NeoCode-YealinkConnector package from GitHub. The address for the page is:

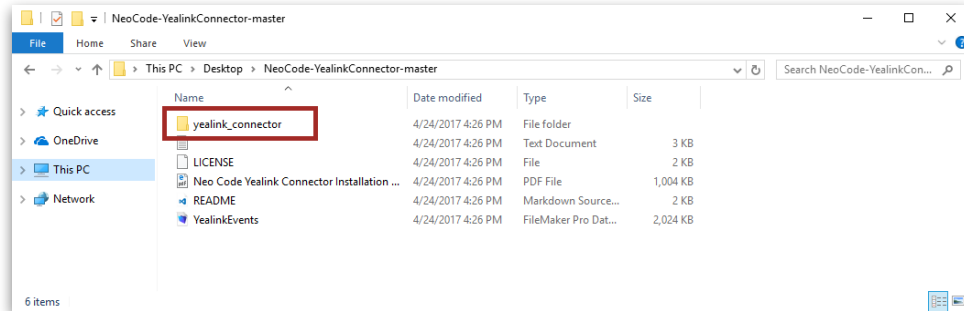
**<https://github.com/neocodesoftware/NeoCode-YealinkConnector>**



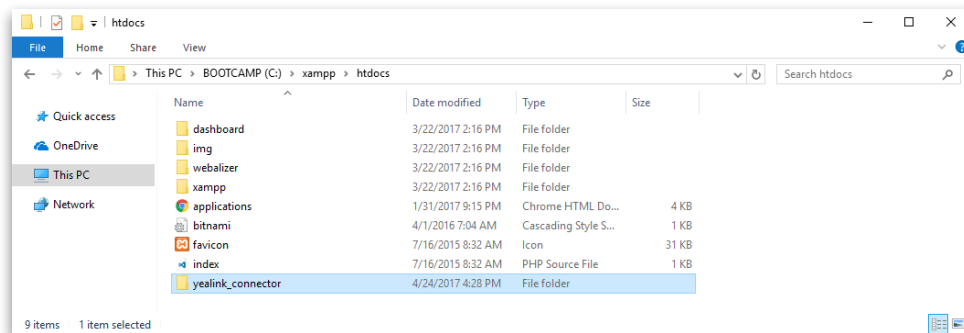
## Yealink Connector Web Service (cont.)

### Install the Yealink Connector web service scripts (cont.)

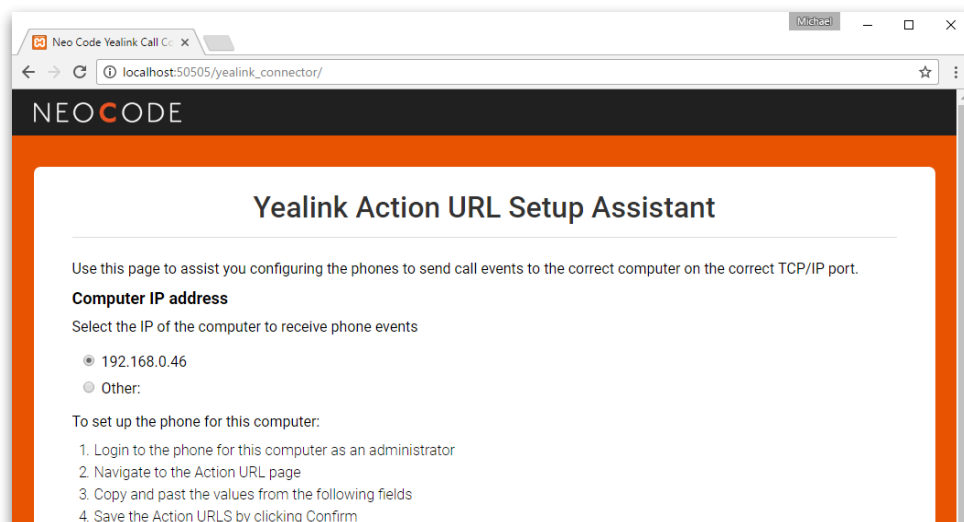
2. If zipped, expand the downloaded package and locate the *yealink\_connector* folder.



3. Copy the *yealink\_connector* folder to the Apache web server root folder (XAMPP default root folder is "C:\xampp\htdocs")



4. To verify the installation open a browser to the *yealink\_connector* folder on the local web site. The address with the port number and the folder will be *localhost:<port-number>/yealink\_connector/* (e.g. *localhost:50505/yealink\_connector/*). If everything is configured correctly you will see the Setup Assistant page.



## Configure Yealink Phone Action URLs

Set up for the Yealink phone set is done by individually configuring each set through the admin web interface on each set. You will need to know the administration password for each set.

Each phone will be paired with a single computer that will receive the call events from that phone. The connection from the phone to the computer is in the form of an Action URL.

There are 5 action URLs that are used by the connector to capture the incoming, terminated, missed, rejected and answered call events. Each action URL has

- IP address of the computer to capture the call event and the port number on the web server (e.g. "http://192.168.0.46:50505")
- Path to the connector web service ("/yealink\_connector/yealink\_event.php")
- event parameter (one of "ic", "term", "mis", "rejc" or "ansic", e.g. "?e=ic")
- call detail parameters ("&mac=\$mac&ip=\$ip&cid=\$call\_id&dr=\$display\_remote&lcl=\$local&rmt=\$remote")

**Yealink T28P** Log Out

Settings

**Action URL**

Setup Completed

Registered

Unregistered

Register Failed

Off Hook

On Hook

Incoming Call

Outgoing call

Established

Terminated

Open DND

Close DND

Open Always Forward

Close Always Forward

Open Busy Forward

Close Busy Forward

Open No Answer Forward

Close No Answer Forward

Transfer Call

Blind Transfer

Attended Transfer

Hold

UnHold

Mute

UnMute

Missed Call

IP Changed

Idle To Busy

Busy To Idle

Reject Incoming Call

Answer New-In Call

Transfer Failed

Transfer Finished

Forward Incoming Call

Autop Finish

**NOTE**

**Action URL**  
The action URL parameters for administrator.  
You can click here to get more guides.

Confirm Cancel

Copyright © 1998-2017 \*\*Inc. All Rights Reserved

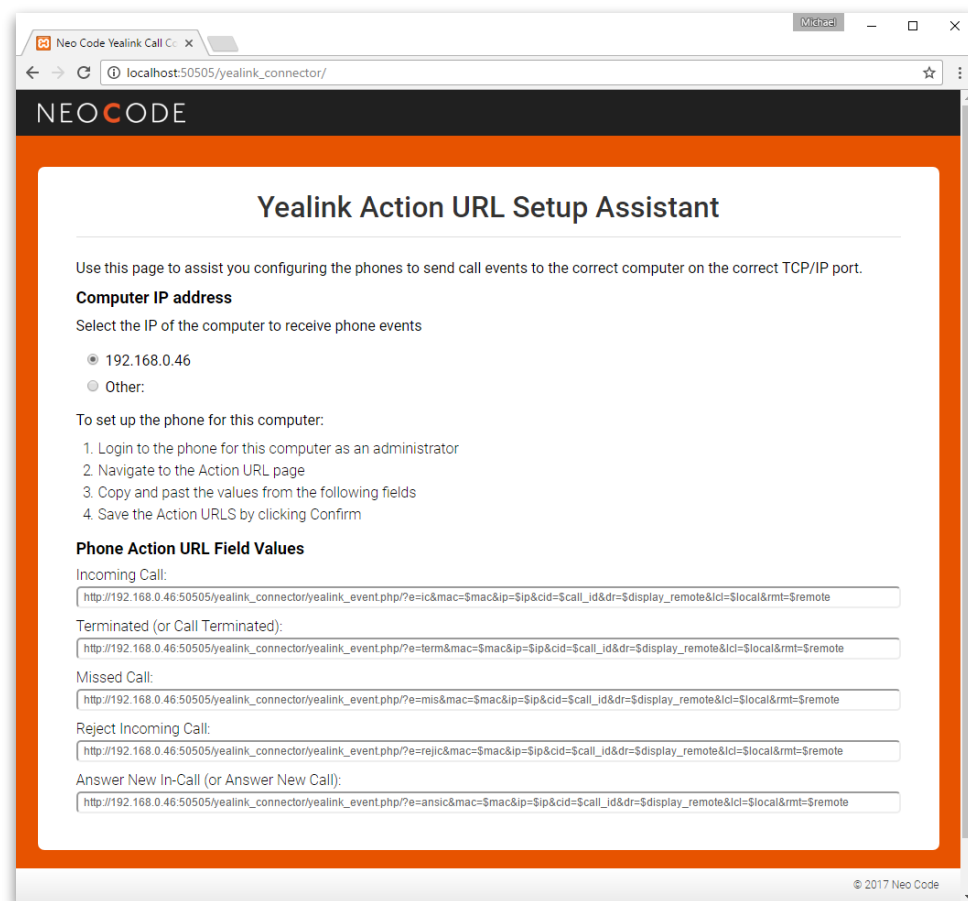
To make the set up of these simpler and trouble-free, the Yealink Action URL Setup Assistant page generates the Action URL field values for you.



## Configure Yealink Phone Action URLs (cont.)

To access the Yealink Action URL Setup Assistant page you open a browser where the Yealink Connector is running and enter the local address of the connector (e.g. localhost:50505/yealink\_connector/).

Note that connector Setup Assistant will try to find the IP address of all the network connections on the computer. Select the address that the phone will use to connect the computer. There is also an option to manually entering an IP which can be useful for setting up many



The screenshot shows a web browser window with the address bar displaying 'localhost:50505/yealink\_connector/'. The page has a black header with the 'NEOCODE' logo. The main content area has an orange border and is titled 'Yealink Action URL Setup Assistant'. It contains instructions for configuring phone events, a section for selecting a computer IP address (with '192.168.0.46' selected), a list of steps to set up the phone, and a section for phone action URL field values. These values are provided as text input fields for Incoming Call, Terminated (or Call Terminated), Missed Call, Reject Incoming Call, and Answer New In-Call (or Answer New Call). Each field contains a complex URL with various parameters like e, mac, ip, cid, id, dr, display\_remote, icl, rmt, and remote.

Neo Code Yealink Call C...

localhost:50505/yealink\_connector/

NEOCODE

### Yealink Action URL Setup Assistant

Use this page to assist you configuring the phones to send call events to the correct computer on the correct TCP/IP port.

**Computer IP address**

Select the IP of the computer to receive phone events

☒ 192.168.0.46

☐ Other:

To set up the phone for this computer:

1. Login to the phone for this computer as an administrator
2. Navigate to the Action URL page
3. Copy and past the values from the following fields
4. Save the Action URLs by clicking Confirm

**Phone Action URL Field Values**

Incoming Call:

Terminated (or Call Terminated):

Missed Call:

Reject Incoming Call:

Answer New In-Call (or Answer New Call):

© 2017 Neo Code